

**From:** [Camacho, Amy](#)  
**To:** [McCasland, Mark](#); [Ngo, Kim](#); [Brown, Jamesr](#); [Waite, Andrew](#)  
**Cc:** [R6HarveyInfo](#); [Foster, Nichole](#); [Westin Massey](#); [Bresnahan, Meaghan](#); [Houston, Robert](#); [Zehner, Warren](#); [Rhotenberry, William](#); [Loesel, Matthew](#); [Luetke, Melinda](#)  
**Subject:** RE: M6H1 – Harvey Response: Phone Support Request  
**Date:** Thursday, September 7, 2017 4:43:26 PM

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I am available if warranted if needed.

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**From:** McCasland, Mark  
**Sent:** Thursday, September 07, 2017 4:31 PM  
**To:** Ngo, Kim <Ngo.Kim@epa.gov>; Brown, Jamesr <brown.jamesr@epa.gov>; Waite, Andrew <Waite.Andrew@epa.gov>; Camacho, Amy <camacho.amy@epa.gov>  
**Cc:** R6HarveyInfo <R6HarveyInfo@epa.gov>; Foster, Nichole <Foster.Nichole@epa.gov>; Westin Massey <Westin.Massey@Tceq.Texas.Gov>; Bresnahan, Meaghan <bresnahan.meaghan@epa.gov>; Houston, Robert <Houston.Robert@epa.gov>; Zehner, Warren <zehner.warren@epa.gov>; Rhotenberry, William <Rhotenberry.William@epa.gov>; Loesel, Matthew <loesel.matthew@epa.gov>; Luetke, Melinda <Luetke.Melinda@epa.gov>  
**Subject:** M6H1 – Harvey Response: Phone Support Request  
**Importance:** High

TCEQ Houston Region office does need phone support starting Saturday Sept 9 to follow up will all water systems that have status codes indicating a BWN. The support can be located in Dallas.

Site selection comes directly from RM. Staff can filter on both the “Status” and TCEQ “Region” Columns.

1. They would need to call water systems with the following Current Status Codes (indicating they are under BWN):

GENLP  
LP/LT

Continue to enter a new assessment in RM when contact is made even if the status has not changed. Should not need to call more than once per day. Once the system indicates they have now taken bacteriological samples as required by TCEQ add a new assessment with status of **RESULTS**.

**The status code of new phone assessments should only change to RESULTS if the PWS is now waiting for BacT results.**

- If the system indicates their status has changed, enter a new assessment AND use the **same status code** as before. Then send us an email with the details so we can determine next steps including an updated status code. **Please do NOT change a status code to anything other than CLEAR once they are sampling.** Otherwise we will lose efficient tracking of those systems.

- **Once the status is RESULTS, TCEQ will take over to determine if the system was**

**able to successfully lift the BWN.** Once the PWS has notified TCEQ the BWN was lifted, TCEQ will enter an assessment to change the status to CLEAR.

2. EPA call support would also need to call systems with the following status codes to confirm if they are now on the grid and continue to meet the OK or CLEAR status codes:

GENOK  
LEOK

Thanks,

Mark McCasland  
Water Infrastructure Supervisor  
Bravo Branch  
(817) 706-8384